



Coatesville  
VA Medical Center

## NEW ENROLLEE GROUP ORIENTATION CLASS

DONNA REGENER, CHIEF  
HEALTH BENEFITS  
SECTION



# WELCOME

Coatesville VA Medical Center (CVAMC) is a specialty referral facility. The medical center primarily serves Veterans from southeastern Pennsylvania, Delaware, and southern New Jersey.

Coatesville VAMC is a part of the VA's Veterans Integrated Services Network (VISN 4 ) Healthcare Network, which includes nine other facilities in Pittsburgh, Erie, Butler, Altoona, Clarksburg, Lebanon, Philadelphia, Wilkes-Barre, and Wilmington.

Coatesville VAMC operates two CBOCs (Community Based Outpatient Clinics) located in Springfield, PA and Spring City, PA.

# MISSION STATEMENT

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

Coatesville VA Medical Center was recently ranked #2 out of 153 medical centers nationwide for Overall Outpatient Satisfaction for 2008.



# VISION STATEMENT

To be a patient-centered integrated health care organization for Veterans providing excellence in health care, research, and education; an organization where people choose to work; an active community partner and a back-up for National emergencies.



# BENEFITS AND ELIGIBILITY

VA has many levels of benefits and eligibility.

The following slides will briefly review some of these.



# SERVICE CONNECTION

Service Connection means that a Veteran has a disability rated as Service Connected (SC) for an injury, disease or condition incurred or aggravated by military service.

Compensation and Pension (C&P) exams are conducted by a special department at the request of the Regional VA Office.

# MEANS AND CO-PAY TEST

If you are not Service Connected or are 0% Service Connected, you must complete a yearly financial statement known as a Means Test.

If you are 10-40% Service Connected, you must complete a yearly Co-Pay Test that will determine whether you have a Co-Pay for your non-service connected treatment or medications.

# CURRENT CO-PAYS

Basic Care Services - \$15.00/visit

Services provided by a primary care clinician

Specialty Care Services - \$50.00/visit

Services provided by a clinical specialist such as a radiologist, audiologist or optometrist

Prescriptions - \$8.00\*

**\*For each 30 day or less supply of medication for treatment of non-service connected condition**





# NO CO-PAYMENT

You will NOT be charged a co-payment for

Flu Shots

Pneumonia Shots

X-rays

Lab Work

EKGs



# PATIENT BILLING

## Veterans with no insurance:

Charges will be released immediately. Patient statements are dated the 26<sup>th</sup> of each month and should be received around the 1<sup>st</sup> of the month.

## Veterans with insurance:

- Insurance is billed for those Veterans who have billable insurance.
- If a co-pay is required, the co-pay is put on hold for 90 days from date of billing to give the insurance time to pay.
- If insurance does not pay within 90 days, the system will automatically release the co-payment bill.
- If Veteran has already paid the co-pay, a refund will be sent to the Veteran
- If the Insurance does not cover the amount of co-payment, the Veteran will be billed for the difference

**NOTE:** Accounts over 90 days are automatically sent to the Treasury Department and Debt Management Center for possible offset of Social Security, compensation payments or tax refunds, etc

# TRICARE PATIENT BILLING

Active Duty and their family members are not subject to co-pay, cost share or deductible.

TRICARE is billed for the services.

If patient is required to pay cost-share, co-pay or deductible, it will be placed on hold for 90 days from date of billing to give TRICARE time to pay.

After receiving TRICARE explanation of benefit (EOB), a bill is created for patient if EOB shows patient liability.

**Note:** accounts over 90 days are automatically sent to the Treasury Department and Debt Management Center for possible offset of Social Security , Compensation payments or Tax refunds, etc.

# PRIVATE HEALTH INSURANCE

Veterans are encouraged to retain their private health insurance, especially those who are in the category of having to pay a co-pay. It is important to note that VA health care is NOT considered a health insurance plan.

By law, VA is obligated to bill health insurance carriers for services provided to treat non service-connected conditions.

Changes in your health coverage should be disclosed to staff at the time of your visit. All insurance information received is verified to see if VA can bill for the services.

Identification of insurance information is essential to VA since collections received from insurance companies help supplement the funding available to provide services to Veterans.

Veterans are not responsible for payment of VA services billed to their health insurance company that are not paid by their insurance. The insurance bill will be written off, but the Veteran would be responsible for co-pay, if applicable.

# VETERAN BENEFITS SERVICES

Representatives from the Regional Office are available to assist you here at the medical center on Thursdays and Fridays by appointment only. Call (610) 384-7711 ext. 3349.

Veterans Service Officers (VSO) are available every weekday by appointment only, located in Basement bldg 8-room B14.



# PRIMARY CARE

An organized approach to healthcare delivery

Comprehensive

Continuous

High quality

Personalized

VA healthcare professionals provide most of your VA outpatient care and coordinate referrals within the medical center

Appointments when you want and need them

Preventative medical screenings and education

Health promotion and disease prevention

Referral to VA specialists

Coordination of care with non-VA providers

# PRIMARY CARE TEAMS

Team A

Team B

Geriatrics

Team members include:

Primary Care Provider

Nurse

Dietician

Social Worker

Administrative Staff

Your VA primary care provider (PCP) is a VA healthcare professional

PCPs can be medical doctors, nurse practitioners or physicians assistants

PCPs are all part of a Primary Care Clinic Team

Evening hours are available every 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays



# APPOINTMENTS

All routine Primary Care visits are scheduled appointments.

New visits are 30-60 minute appointments.

Follow ups are 30 minute appointments.

After your visit, you and your provider will determine when you should be seen again.

If it is <30 days away, you will receive an appointment time.

If it is >30 days away, you will be placed in the “Recall System”.



# RECALL SYSTEM

The Recall System is an appointment system designed to give you care when **you** want it.

You will receive a letter one month before you are due to be seen.

The letter will remind you to call in for an appointment which can be scheduled at your convenience.

# SPECIALTY CARE

Referrals are needed from your VA primary care provider for specialty clinic services

Specialty Clinics Include:

Audiology

Chaplain Services

Dental

Home Base Primary Care

Infectious Disease

Neurology

Nutrition

Optometry

Pain Management

Physical Medicine and Rehabilitation

Podiatry

Respiratory Services

Urology

Women Veterans

Health Care

# DENTAL (LIMITED)

Veterans are eligible for Dental Services if:

Dental care is for a compensated service-connected condition.

The dental condition is a result of service-connected trauma.

You have a service-connected rating of 100% or are determined to be unemployable.

You are a former prisoner of war.

You are participating in a VA vocational rehabilitation program.

You are enrolled as a homeless Veteran participating in a specific health care program.

Your dental condition is aggravating a medical problem under VA treatment.



# SCHEDULING / CALL CENTER

**Monday - Friday**

**7 am to 6 pm**

**610-384-7711, ext. 4239 or  
(1-800-290-6172)**



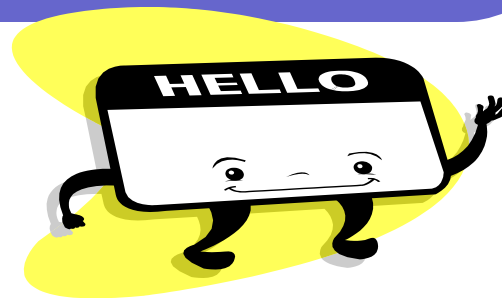
**Voice Mail Box is available after hours.**

**Urgent Care is available 24 hours a day for  
non life-threatening urgent medical care.**

# APPOINTMENTS

Bring to each visit:

- \*Veteran ID Card
- \*All current Health Insurance Cards
- \*Recent non-VA medical records
- \*All medications - including any supplements or over the counter medications you are taking



# AudioCARE

AudioCARE is a patient communication system that provides scheduling access 24 hours a day, 7 days a week.



# AudioCARE

## AudioINQUIRY

- \* You have access to information about date, time and location of all appointments within 30 days.
- \* You can confirm, cancel or reschedule your appointments.
- \* You can hear a complete list of all your appointments
- \* Call 610-380-4357 or 800-290-6172 (Option 3), enter your SSN and follow the prompts.

## AudioREMINDER

- \* Two days prior to your appointment, you will receive a reminder phone call.
- \* You can confirm, cancel or reschedule your appointment during this call.
- \* You will receive a detailed voice mail message if you are not available.



# KEEP US INFORMED

At each visit you will be asked to verify:

- \* Your mailing address
- \* Work, cell, and home phone numbers
- \* Insurance information
- \* Legal next of kin

\*It is extremely important that your information is correct and up-to-date so that you can be reached with information about your health or future appointment management.



# DUAL CARE....

Dual Care is when a Veteran chooses to obtain health care from VA and non-VA sources at the same time.

Your VA provider has the final responsibility and authority to assist you on all decisions regarding your VA care and VA medications.

Your responsibilities with Dual Care:

- Keep your VA and non-VA healthcare provider informed of all the care you receive.

- Give your VA PCP copies of medical records from non-VA healthcare providers.

- You are responsible for obtaining copies of your VA medical records from the Medical Records/Release of Information Office, ext. 5049 (Your PCP is not responsible for releasing and sending your medical information to you).

# APPOINTMENT INFORMATION

If you miss an appointment, you will not automatically be re-scheduled.

If you arrive late, every effort will be made to see you the same day, but you may need to reschedule.

If you “NO SHOW”, your appointment is wasted and another Veteran misses out on getting care.



# CHECK-IN



The KIOSK System allows a patient to self check-in for appointments by using a combination of the Veteran Identification Card (VIC) and touch screen input at the kiosk.

In order to meet HIPPA requirements, a privacy glare filter was incorporated into the screen so that the information can only be viewed by the Veteran standing directly in front of the kiosk.

# Get In Step With

# MOVE

What is the MOVE program?

Why is the program important?

How do I participate?

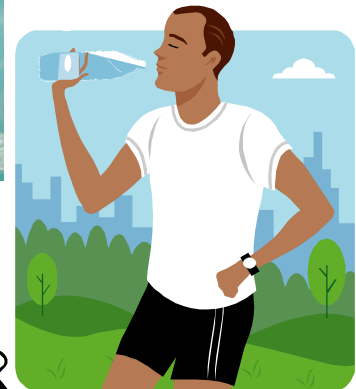
Where do I participate?

Questions?

\*Physical Therapy- ext 5211

\*Nutrition Therapy- ext 6207

\*MOVE Coordinator- ext 3371





## **My HealtheVet and Home Telehealth programs**

### **My HealtheVet**

#### **What is My HealtheVet?**

My HealtheVet is a VA maintained website available from ANY computer with Internet access. It has been designed to improve health care for all Veterans by providing one-stop online access to better manage health, make informed health decisions and store important health and military history information. Register at

**[www.myhealth.va.gov](http://www.myhealth.va.gov)**

and become an active partner in your health care.

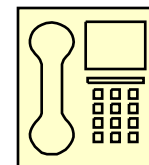
**Log on to [www.myhealth.va.gov](http://www.myhealth.va.gov) and access:**

- Personal Health Journal
- Vitals Tracking and Graphin
- Military Health History
- Activity and Food Journals
- Wellness Reminders
- VA prescription refills
- VA lab results and Appointments
- Secure Messaging to your VA healthcare team

*And Coming Soon:*



## **Care Coordination/Home Telehealth (CCHT)**



#### **What is Care Coordination and Home Telehealth?**

Care Coordination/Home Telehealth (CCHT) is an exciting program designed to help Veterans and their providers better manage difficult health problems.

**Why use home telehealth?** It can help you manage your chronic disease and promote your health as well as help you avoid complications that could lead to hospitalization or long-term care placement.

**How does it work?** The telehealth device connects to your phone line just like an answering machine. It asks you a series of questions about vital signs, symptoms and behaviors. You respond by pressing buttons or touching parts of the screen. The device may then provide education, reinforcement and messages for you. It then sends your information to your home telehealth nurses to review.



# BEHAVIORAL HEALTH OUTPATIENT SERVICES

Diagnosis and  
Evaluation  
Individual and Group  
Therapy  
Family Therapy  
Marital Counseling  
Pharmacotherapy  
Psychological Testing  
Feedback  
Traumatic Brain Injury  
Evaluation and  
Treatment  
Crisis Intervention

Patient Education  
Vocational Guidance  
and Counseling  
Post Traumatic Stress  
Disorder Therapy  
Rehabilitation Medicine  
Therapies  
Outpatient Day and  
Evening Substance  
Abuse  
Neuropsychology

# COATESVILLE VAMC OUTPATIENT PHARMACY

VA pharmacy can only fill prescriptions written by a VA provider.

If you have a prescription from a non-VA health care provider, you will need to see your VA provider to form a plan of care and follow up at CVAMC.

If you wish to have your VA Provider order prescriptions that your private doctor recommends, please provide recent test results, hospital discharge summaries, office notes, written prescriptions or your medicine bottles.

VA pharmacy has an approved list of medications called a "Formulary".

The Formulary has excellent choices from each general group of medications.

## LOCATION

Basement of Building 2  
(610) 380-4357

## HOURS OF OPERATION

Monday through Friday  
8am – 4:30pm

Saturdays, Sundays, and Holidays - CLOSED

# COATESVILLE VAMC OUTPATIENT PHARMACY

If you are new to the system and wish to start getting medications at CVAMC, we may not be able to provide the EXACT medication you are on, but we'll have a comparable medication to meet your medical needs.

Your VA provider and pharmacist will work with you when substitutions need to be made.

Your VA PCP may prescribe a maximum three month supply with three refills.

Refills are NOT automatic, you must request all refills.

Order your refills by mail at least two weeks before you run out.

After all of the refills are used, a new prescription must be entered by your provider.

You can initiate a mail out refill by calling the automated refill phone line (**AudioCare**), 24 hours a day including holidays and weekends at 1-800-290-6172 or (610) 380-4357 or at

[www.myhealthevet.va.gov](http://www.myhealthevet.va.gov).